

PRACTICE PREMISES

Our practice building is fully accessible to disabled patients. All the patient areas including the waiting room, consulting rooms and toilets have wheelchair access.

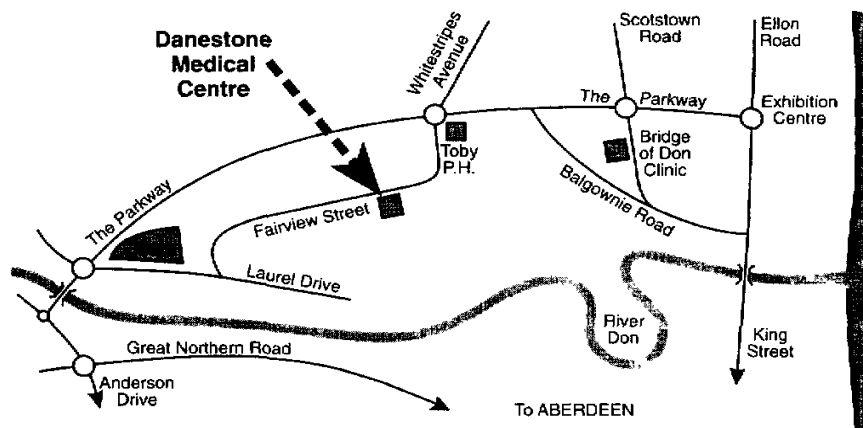
ADDITIONAL INFORMATION

Please ask at Reception if you would like any information on the following:

- Registering with the Practice
- Access to Medical Records
- Confidentiality, Protection and Use of Patient Information
- Freedom of Information Act
- Self-Treatment of Frequent Problems
- General Data Protection Regulation (GDPR)
- Leaflets and other written information about various illnesses and conditions are available on display and from the practice nurses.

HOW TO FIND US:

Bridge of Don showing Danestone Medical Practice



USEFUL CONTACTS

NHS Grampian 0345 456 6000 or www.nhsgrampian.org

For: Aberdeen Royal Infirmary; Royal Aberdeen Children's Hospital;
Aberdeen Maternity Hospital Foresterhill, Aberdeen, AB25 2XB



Working together, caring for your health

Danestone Medical Practice LLP

Fairview Street, Danestone, Aberdeen AB22 8ZP

Tel: (01224) 822866

Website: www.danestonemedicalpractice.co.uk

Facebook: [@danestonemedicalpractice](https://www.facebook.com/danestonemedicalpractice)

Twitter: [@DanestoneMed](https://twitter.com/DanestoneMed)

Welcome to

Danestone Medical Practice

Opening Hours

Monday to Friday 8am – 6pm

At all other times please call

NHS 24 on 111

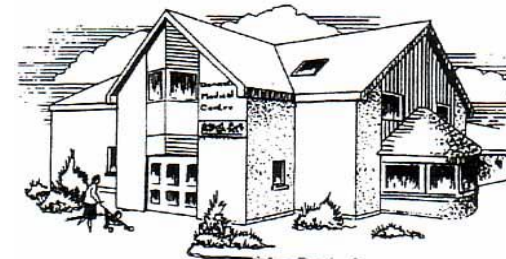
PARTNERS

Dr Damian McGrory

Dr Rhona McKeown

Dr Kevin Cormack

Dr Julie Cooper



OUR DOCTORS

Dr Damian McGrory, GP Partner 8 sessions MBChB, MRCGP (Aberdeen 2001)

Originally from Derry in N Ireland, "Dr Damian" completed his medical training in Aberdeen. He enjoys all aspects of General Practice but is particularly interested in Dementia, Men's Health and medical education.

Dr Rhona McKeown, GP Partner 5 sessions MBChB, MRCGP, DRCOG, DCH DFSRH (Glasgow 1992)

"Dr Rhona" has worked in the practice since 2005. She moved to Aberdeenshire from Kirkintilloch where she had worked as a GP for nearly 10 years. Dr Rhona is involved in medical student training in the practice through Aberdeen & Edinburgh Universities. She is qualified to fit both coils and contraceptive implants.

Dr Kevin Cormack, GP Partner 6 sessions MBChB, MRCPCH, nMRCGP (Dundee 2002)

"Dr Kevin" initially joined the practice in August 2009 for a 1-year paediatric GP fellowship post. He re-joined in March 2014, becoming a partner in October 2014. Originally from Thurso in Caithness, he moved to Bridge of Don as a child. Dr Kevin has a particular interest in children's medicine.

Dr Julie Cooper, GP Partner 4 sessions MBChB, BSc (Med Sci) Hons, MRCGP (Aberdeen 1996)

"Dr Julie" joined the practice in autumn 2010. Prior to this she has worked in Aberdeen, New Zealand and then Yorkshire before having some time out to look after her family. She returned to General Practice in 2009 and is interested in all aspects of patient care.

Dr Christine Paterson, GP Associate 3 sessions MBChB, BSc (Med Sci) Hons, DRCOG, DFFP (Aberdeen 2000)

"Dr Christine" joined the practice in October 2005. She enjoys the variety of General Practice and has particular interests in Teenage Health, Gynaecology & Paediatrics.

Dr Linzi Lumsden GP Associate 2 sessions MBChB, MRCGP, DRCOG, DFSRH (Dundee 2008)

"Dr Linzi" completed her GP training in Aberdeen then spent one year as a Career Start GP developing a specialist interest in family planning. Dr Linzi is qualified to fit both coils and contraceptive implants.

Dr Theresa Marwick, GP Associate 4 sessions MBChB, MRCGP, DRCOG, DFFP, FRCGP (Aberdeen 1995)

"Dr Theresa" joined the practice in December 2019 but has been a local GP for 20 years. She also teaches medical students and facilitates group work for new GP's in training.

Dr Dennis Lee, GP Associate 8 sessions MBChB, MRCGP (Dundee 2017)

"Dr Dennis" joined the practice in February 2023 and has clinical interests in chronic disease management and dermatology

DOCTORS' TIMETABLE

	MORNING	AFTERNOON
MON	Dr Damian McGrory Dr Rhona McKeown Dr Kevin Cormack Dr Dennis Lee	Dr Damian McGrory Dr Rhona McKeown Dr Kevin Cormack Dr Dennis Lee
TUES	Dr Damian McGrory Dr Kevin Cormack Dr Julie Cooper Dr Dennis Lee	Dr Kevin Cormack Dr Julie Cooper Dr Theresa Marwick Dr Dennis Lee
WED	Dr Rhona McKeown Dr Christine Paterson Dr Linzi Lumsden Dr Dennis Lee	Dr Rhona McKeown Dr Christine Paterson Dr Linzi Lumsden Dr Dennis Lee
THURS	Dr Damian McGrory Dr Kevin Cormack Dr Theresa Marwick	Dr Damian McGrory Dr Kevin Cormack Dr Theresa Marwick
FRI	Dr Rhona McKeown Dr Julie Cooper Dr Christine Paterson Dr Theresa Marwick Dr Dennis Lee	Dr Julie Cooper Dr Dennis Lee

Please note that there will be changes to this timetable if doctors are on holiday / sick leave or study leave.

NON – NHS SERVICES

The following are among the services that are not covered by the NHS and you will be asked to pay a fee: HGV/PSV Medicals; Pre-Employment Medicals; Private Health Insurance claim forms; Other Private Medicals; Private Fitness certificates or letters; certain holiday vaccinations; driving licence/passport photo validation; driving and sport medicals. A list of current charges for these non-NHS services is on display at reception.

GENERAL DATA PROTECTION REGULATION (GDPR)

The practice is registered with the Information Commissioners Office and complies with GDPR requirements and access to Medical Records legislation. Identifiable information about you will be shared with others only in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. This requires your consent
- When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

If you would like further information regarding GDPR please ask at reception for a leaflet.

ONLINE INFORMATION

Check out our Facebook page [@danestonemedicalpractice](#) and Twitter feed [@DanestoneMed](#). Our practice website has lots of useful links and information about the practice. From the home page you can use the CONTACT YOUR GP ONLINE link to access self-help, advice and signposting to other services such as pharmacy or 111. Using this link you can also submit a secure eConsultation direct to the Practice and will receive a reply within 1 working day. www.danestonemedicalpractice.co.uk

PRACTICE STAFF

Practice Manager: Tracey Thom

Assistant Practice Manager: Sandra Edwards

Office Supervisor: Lisa Ross

Admin Team: Natallie, Sonya, Katrina, Joyce, Hollie, Elaine, Kelly & Caroline

NURSING STAFF

Gillian Mitchell (RGN – Practice/Minor Illness Nurse) carries out a wide range of nursing duties. These include: Minor illness, Chronic Disease Clinics (including Asthma, Diabetes, Heart Disease and COPD). Well Women Clinics (including smear tests); Contraceptive Advice; Blood tests for patients on Warfarin; advice on weight management, diet, and many other health related issues including stopping smoking, blood pressure measurement; removal of stitches, ECG and wound dressing.

Hannah Fuller (RGN – Treatment Room Nurse) carries out all routine nurse clinic duties which include: Wound management, Removal of stitches, injections, cervical screening, INR testing, BP, ECG, smoking cessation and blood tests.

Our CTAC Health Care Assistant, Laura Rojas, deals with blood tests, ECGs and Health Monitoring (height, weight, blood pressure etc)

HEALTH VISITOR

Arlene Sawers (RGN, RPHN) can be reached by telephoning 01224 551447 and leaving your message.

MIDWIFE SERVICES – TEAM VIOLET

Our community midwifery team consists of 7 midwives. They operate under the “Best Start” scheme, providing continuity of care for mother and baby before, during and after delivery. They run an antenatal clinic in the practice in partnership with the doctors on Friday mornings. To contact the team or if you are recently pregnant and wish to book with the midwife team please email gram.teamviolet@nhs.scot

DISTRICT & COMMUNITY NURSES

The North team of community nurses are available to see housebound patients. They are able to carry out blood testing, check patient’s blood pressure, check on wound progress, provide palliative care and many other health related issues within the Community. Please call them on 01224 551458 to leave a message.

LISTENING SERVICE

Space to talk confidentially about what troubles you, what makes you anxious or upset. Muriel Knox is trained in active listening and has 60 minute appointments at the practice on Monday afternoons. Speak to a doctor or nurse for further information.

JOINING THE PRACTICE - REGISTRATION AND PRACTICE AREA

Forms to be completed and further information on registering with the practice can be found on our practice website:

www.danestonmedicalpractice.co.uk/joining-the-practice/

The practice area is made up as follows:

Northern boundary - from Kinmundy eastwards towards the B999, then following the B979 to the coast

Southern boundary – River Don from the coast to where it crosses the A90, then onto Mugiemoss Road until it joins the A947

Western boundary - A947 from where it joins Mugiemoss Road north to Kinmundy

Please ask at reception if unsure whether your address is in our area.

Please note: If you move out with the practice area you will need to register with a new practice as soon as you move.

USUAL DOCTOR SYSTEM

You can choose which doctor you would prefer to see. We like to build good relationships with our patients. To help with this we ask you to try to see your Usual Doctor each time you come to the practice. As all our doctors work part time within the practice, we ask you to check with the receptionists to see when your usual doctor is available. (This may change at times to cover for holidays and training courses).

APPOINTMENTS AND AVAILABILITY

There are various ways you can make an appointment or access medical help and advice. By **telephone** (01224 822866) during surgery hours. When you phone to make an appointment the receptionist will ask for some detail regarding what the problem is. They act under doctors' instructions to ask certain questions so that they can make the most appropriate appointment for you with the most appropriate health professional. You can book a face to face or a telephone appointment.

To allow us prioritise seeing patients and clinical work, we have changed how we deal with routine enquiries.

To book routine appointments or for routine medical or admin queries please call us between 8.00am – 11am and 2.00pm – 5.00pm. Out with these times patients will be given an alternative telephone number on our answer message to call for emergencies.

We remain open Monday – Friday between 8.00am – 6.00pm.

CONFIDENTIALITY & INFORMATION SHARING

All members of the practice team are bound by strict rules governing confidentiality. The practice, on behalf of the National Health Service, handles patient data for a variety of administrative, research and medical purposes. All such personal information will be dealt with properly and securely no matter how it is collected, recorded and used – whether on paper, computer or recorded on other media.

HELP US TO HELP YOU

Your doctor and practice staff will always do their best for you but we need your help to enable us to provide the best care for everyone. In particular we request that you let us know in advance if you have an appointment that you no longer need or can't keep. This saves wasting valuable appointment time which could be used for other patients.

RIGHTS AND RESPONSIBILITIES

The NHS Charter of Patient Rights and Responsibilities outlines your rights – (what you can expect from us) and also your responsibilities (what we expect from you). There is a copy in the waiting room and also on the information page of the practice website. www.danestonmedicalpractice.co.uk

SUGGESTIONS OR COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the Practice Manager and she will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception.

VIOLENCE STATEMENT: ZERO TOLERANCE POLICY

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient or who damages property. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relative will be reported to the police as an assault.

CHILD IMMUNISATIONS

We work closely with our Health Visitor Arlene to ensure children complete a specific programme of child development checks and immunisations by the time they are age 5. For more info visit: <https://www.grampianvax.com>

2 months	<ul style="list-style-type: none"> • 6 in 1 vaccine: Diphtheria/Tetanus/Pertussis (whooping cough)/Polio/HIB/Hep B - combined injection • Meningitis B • Rotavirus
3 months	<ul style="list-style-type: none"> • 6 in 1 vaccine: Diphtheria/Tetanus/Pertussis (whooping cough)/Polio/HIB/Hep B combined injection • Rotavirus • Pneumococcal vaccine
4 months	<ul style="list-style-type: none"> • 6 in 1 vaccine: Diphtheria/Tetanus/Pertussis (whooping cough)/Polio/HIB/Hep B - combined injection • Meningitis B
Between 12 and 13 months:	<ul style="list-style-type: none"> • Meningitis B • Measles/Mumps/Rubella - combined injection • Pneumococcal vaccine - separate injection • HIB/Meningitis C vaccine - combined injection
From 3 years 4 months (preschool booster)	<ul style="list-style-type: none"> • 4 in 1 vaccine: Diphtheria/Tetanus/Pertussis (whooping cough)/Polio – combined injection • Measles/Mumps/Rubella - combined injection
S1 Pupils in Scotland	<ul style="list-style-type: none"> • HPV (Human Papilloma Virus) given at school
Around 13 to 18 years	<ul style="list-style-type: none"> • Tetanus/Diphtheria/Polio combined injection (given at school) • Measles/Mumps/Rubella status checked • Meningitis ACWY
Around 14 years	<ul style="list-style-type: none"> • Meningitis ACWY (given at school)

PRE-BOOKABLE APPOINTMENTS

A number of appointments can be pre-booked for patients who need to plan their appointment time in advance.

DOCTOR CALL BACK

We operate a “Doctor call back” system. Patients who feel they need to be seen urgently on the same day are given a call back by the duty doctor. You will be asked by reception for a brief description of what the problem is when you phone.

While we appreciate you may be taken ill at any point throughout the day, wherever possible please call between 8am and 10am if you feel you need to be seen urgently as doctors then have surgeries and house calls to make after this time.

If an urgent problem occurs later in the day, please phone and speak to a receptionist explaining the urgency and you will be fitted in on the same day if necessary.

TELEPHONE CONSULTATIONS

You can book surgery or telephone consultations with all our doctors. The doctor will aim to phone you within 30 minutes of the appointment time given. Please try to be available at a landline where we can phone you, in a place suitable for talking to the doctor. Telephone consultations can be booked on the same day or pre-booked. *“If you can tell me about it, it can be dealt with by phone. If you need to show me, it needs an appointment.”*

EMERGENCY OUT OF HOURS COVER

Monday to Friday between 6pm and 8am, and from 6pm Friday evening till 8am Monday morning, the surgery is closed. In order to obtain medical advice at these times, please dial NHS 24 on **111** or visit www.nhs24.com

Please take a leaflet for further details from reception. Out of hours cover is now the responsibility of NHS Grampian.

Please remember if you or another person is in a life threatening situation call the Emergency Services on 999.

HOME VISITS

You can arrange a home visit by the doctor for someone who is too ill or disabled to attend the surgery by phoning the surgery before 10.00am if possible. If you can come to the surgery, you can often be seen more quickly and facilities for investigation and treatment are better.

TEST RESULTS

Please note that **you must phone us** for the results of any tests that you have had. Please phone after 2pm and allow **a week** before phoning (unless you have been advised otherwise) to allow time for your own doctor to see the results. For reasons of confidentiality, we will only give results to the patient, unless we have prior permission to speak to somebody else.

REPEAT PRESCRIPTIONS

If you are on long-term medication there will be a tear off re-order form on the right hand side of your prescription so you can order more medication without seeing the doctor. **We do not take prescription requests over the phone**, as this can lead to mistakes as drug names are often similar.

Please hand or post in your repeat slip and your prescription will be ready to collect at the surgery or our local pharmacies 48 working hours later. Prescriptions can be sent to local Asda, Tesco, Braehead and Balmedie Pharmacies (please tick the relevant box on the re-order form). If you supply a stamped addressed envelope we can post your prescription to your home address. To provide the best possible care we like you to have a yearly review with your Usual Doctor.

We also have an online **Patient Access System** where you can order your repeat medication online via a secure website. This is for any patient over the age of 16 and you need to register to use this system. Please ask for registration forms at reception. **PLEASE REGISTER IN PERSON AT RECEPTION WITH SUITABLE PHOTOGRAPHIC I.D.**

Please also refer to our leaflet **REPEAT PRESCRIPTION ORDERING**

TRAVEL VACCINATIONS

Travel vaccinations are no longer done by GP Surgeries and now done in certain community pharmacies. For more information please visit the NHS Grampian Travel Health Service <https://www.grampianvax.com/travel-vaccination>

FIT NOTES

If you have a minor illness, a self-certificate to your employer enables you to take up to 7 days off. You can usually get this form from your employer or can be downloaded from the internet at <http://www.hmrc.gov.uk/forms/sc2.pdf>. If you are unwell for longer than this please visit our website to request a fit note by completing an eConsultation at:

www.danestone.webgp.com/consult-administrative-help

If your employer requires a private sick line there will be a charge payable.

CLINICS AND SERVICES AVAILABLE FROM THE PRACTICE

Danestone Medical Practice operates as a partnership and holds a General Medical Services (GMS) contract with NHS Grampian, Summerfield House, Eday Road, Aberdeen Tel:0345 456 6000. All GP Services are contracted to provide “essential services”, that is basic treatment of ill people. We also provide “additional” and “enhanced” services, a list of which are detailed below:-

General Nursing Clinics

BP checks, ECGs, Blood Tests, Well Woman Checks, Dressings, and more.

Special Clinics

Diabetes, Asthma, Heart Disease, COPD, Antenatal.

Family Planning

General contraceptive services are provided by all Doctors during normal surgeries. Please see your usual Doctor. Specialist family planning services such as coil fitting and implants are also available in the practice – please speak to Dr Rhona McKeown, Dr Christine Paterson or Dr Linzi Lumsden if you require further information.

Antenatal Checks

Antenatal care is provided by a dedicated community midwifery team (team violet) in partnership with the doctors. To contact team violet please email gram.teamviolet@nhs.scot

Well Woman Checks

These usually include blood pressure check, cervical smear etc. and are provided by the Nurse. We encourage women to participate in the national cervical screening programme. Women between the ages of 25–49 will be invited every 3 years and women from age 50–64 will be invited every five years.

TEACHING AND TRAINING

We promote and encourage staff training and may at times close the building between 12.30-1.30pm for this purpose. To contact a doctor in an emergency during this time please telephone 01224 849675. The practice is also involved in the teaching of health care professionals. This includes the training of undergraduate medical student teaching and the teaching of nursing professionals. We hope that you will co-operate with us and help the students to learn about general practice. You will be informed of their presence in advance and if you do not want them to be present at a consultation, your request will be respected. This will not affect your treatment in any way.